

GRCC Phone and Pager Policy

I. Policy Section

11.0 Business Functions

II. Policy Subsection

11.18 Phone and Pager

III. Date of most recent changes

December 10, 2001 – Approved December 12, 2001

IV. Policy Statement

College employees have unlimited business access to telephone privileges, including placement of long distance calls. The College discourages personal phone calls during office hours but acknowledges certain circumstances when this cannot be avoided. All charges for long distance personal calls and local personal calls that cause the maximum free minute credit of the cellular plan to be exceeded must be reimbursed to the College in a timely manner. All charges for long distance calls from office phones must also be reimbursed.

The College recognizes the necessity for mobile communications for staff to provide immediate support for critical processes and services that the college provides. The College also recognizes the associated costs for using mobile communication technologies and the need to be fiscally responsible with their use. Therefore, the use of mobile communication devices will be limited based on standards developed by the President/Vice Presidents.

These standards will be administered by the Information Systems Unit, which manages all other telephony technologies for the College. An approval process, administered by the executive Budget Control Officer (EBCO) for each unit, will also be used to ensure that these standards are adhered to.

In addition, College staff who use their personal cellular phones and personal calling cards for business uses may be reimbursed for this use with prior EBCO approval and if it is for the needs of the College's business, and not the needs of the individual.

V. Reason for Policy

This policy exists to ensure the appropriate use of federal, state and local funding for college operations and not the personal benefit of any employee.

VI. Entities Affected by This Policy

N/A

VII. Who Should Read This Policy

All Staff

VIII. Related Documents

Mobile Communication Standards

Purchase of College Funded Cellular Phones & Digital Pagers Process Flowchart

IX. Contacts

Executive Vice President for Business and Financial Services

Executive Director of Information Systems

X. Definitions

N/A

XI. Procedures

Ordering Procedures for Office Phones and Mobile Communications

- a. Request is made to the appropriate EBCO. EBCO verifies sufficient budget.
- b. If approved, the New Phone Request Form should be sent to the IS Helpdesk
- c. Information Systems Director will assign an existing phone or put mobile phone requestor in contact with mobile phone vendor representative.
- d. Purchasing Director has requestor fill out Equipment Release Form.
- e. Requestor receives equipment and acknowledges receipt of order.

Phone Bill Payment Procedures

- a. Budget Control Officers should review monthly phone bills for reasonableness before distribution to individual phone users. Explanations should be required for individual phone bills in excess of the maximum free minutes of the cellular plan and/or excessive office phone use..
- b. Individual phone users should determine the portion of mobile or office calls that are personal and write a check to Grand Rapids Community College for the total of those calls. The check and a copy of the phone detail should be forwarded to the Head Cashier, Cashier's Office.
- c. Individual office calls in excess of \$50 are monitored by IS staff and forwarded to the BCO for investigation.
- d. Periodically, the Executive Director of Financial Services or his/her designee may audit the phone charges and require documentation from a budget control officer or the individual phone user regarding long distance phone use and reimbursement for personal calls.

- e. Failure to reimburse the College for personal calls could lead to written discipline and, if not corrected, termination.

XII. Forms

New Phone Request Form
Equipment Release Form

Grand Rapids Community College
Mobile Communication Standards

Standards for College Funded Cellular Phones and Digital Pagers

1. General
 - 1.1. In all cases the use of a College funded cellular phone or digital pager must be based on the needs of the College, for conducting its business and not the needs of an individual, and will be funded by the Unit's current budget.
2. Unit/Department
 - 2.1. Shared use by staff that are given assignments that take them off campus, where a "land line" is not generally available, and the need exists to have them capable of immediate contact with the unit/department.
 - 2.2. Shared use by staff that rotates through roles providing emergency support, for critical systems that when lost put individuals and/or the College at risk, and must have the capability to be in immediate contact with their unit/department.
 - 2.3. Shared use for staff that work as teams in the support and delivery of critical services on campus, that when lost may put individuals and/or the College at risk, and need to have the capability to be in immediate contact with co-workers, vendors and contractors.
3. Individual Use
 - 3.1 Directors, managers and supervisors that oversee critical services of the College, that when lost or interrupted may put individuals and/or the College at risk, and must be capable of immediate contact with their unit/department and other administrators.
 - 3.2 Staff that serve in roles that make them an integral part of critical processes and services at the College and therefore must have the capability to be in immediate contact with their manager/supervisor and other personnel of the College.